

## **Privacy Policy**

Your privacy is our top priority. Your trust in our products, services and people is of utmost importance to Barratt Sales and Lettings Limited. To provide you with the best possible experience, we are focused on continuous improvement for everything we do. In order to achieve this, we will collect, use, transfer and store your data. You deserve to be informed in the most transparent way about how we treat and protect this data. Please take a few moments to read our Privacy Policy and don't hesitate to contact us if you have any questions or concerns.

### **Who are we**

When we say 'we' or 'us' in this policy, we are generally referring to Barratt Sales and Lettings Limited. Company number 07944278, ICO Registration number: ZA156333

### **Collection of Personal Data**

The personal data we process includes the following:

- data relating to tenants and their tenancy (including name, address (current/previous), DoB, telephone number, email address, Next of kin, car registration, bank details, passport, bank statement/utility bill).
- data relating to Landlord marketing agreements including (name, Address, Email Address, contact number, bank details, home address, rental property address, ID, Mortgage Statement, Power of Attorney, bank statement/utility bill).
- data relating to contractors (including name, telephone number, bank details, insurance details, personal certification).
- data relating to the sale and purchase of a property. (Including names, home address, email addresses, phone numbers, passports, utility bills, bank statements, mortgage statement, power of attorney).

### **How we will use your personal information**

There are different lawful grounds that we rely on to use your personal information and we will collect and use your personal information in the following situations:

What we use your personal information for	Lawful basis
To provide tenants with our services related to their tenancy To provide landlords with our services related to their property To engage contractors to provide services to tenants and landlords To provide vendors with our services related to selling the property.	Contract
To communicate with tenants/landlords regarding transactional messages related to our services To communicate with vendors and purchasers regarding transactional messages related to our services	Legitimate Interest

To comply with a legal and regulatory obligations to which we are subject	Legal Obligation
---	------------------

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, or we can be prevented from complying with our legal obligations. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

### Sharing your data

We work with partners, suppliers, insurers and agencies so they can process your personal information on our behalf, but only where they meet our standards on the processing of data and security. We only share information that allows them to provide their services to us or to facilitate them providing their services to you.

- companies or other organisations that we have engaged to provide services on our behalf such as property management and tenancy management.
- companies or other organisations that we have engaged to provide services on your behalf such as conveyancing solicitors and mortgage brokers.
- companies or other organisations that provide a reference service.
- Deposit Protection Scheme (DPS).
- Information technology providers (O365, Dropbox, WhatsApp).
- Utility companies and local councils.
- any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights, the rights of any third party or individuals' personal safety, or to detect, prevent, or otherwise address fraud, security or safety issues; or
- any third party that purchases, or to which we transfer, all or substantially all our assets and business. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the entity to which we transfer your personal information uses it in a manner that is consistent with this Policy.

### Data Security

We will ensure that appropriate technical and organisational security measures are taken to protect your personal information from misuse, destruction and accidental loss or disclosure. If we engage an external party to provide us with services that involve the processing of your data, we will make sure that they have appropriate security measures in place and only process your information in the way that we have authorised them to.

### How long we keep your data

We will retain your personal data for as long as it necessary for the purpose of our relationship or until you object to us processing it or withdraw your consent.

### Lodging a complaint in the EU

Should you wish to discuss a complaint, please feel free to contact us using the details provided above. All complaints will be treated in a confidential manner.

Should you feel unsatisfied with our handling of your data, or about any complaint that you have made to us about our handling of your data, you are entitled to escalate your complaint to a supervisory authority within the European Union. For the United Kingdom, this is the Information Commissioner's Office (ICO), who is also our lead supervisory authority. Its contact information can be found at <https://ico.org.uk/global/contact-us/>

### **Links to third party websites**

This website contains links to and from other websites (e.g. external social media sites). Unless we own such websites, we accept no responsibility for the way in which they process your personal data. You are recommended to check the privacy policy of each website before you submit any personal data to it.

### **Your Rights**

Individuals whose personal data we hold, and process have the following rights:

- You have the right of access to your personal data and can request copies of it and information about our processing of it.
- If the personal data we hold about you is incorrect or incomplete, you can ask us to rectify or add to it.
- Where we are using your personal data with your consent, you can withdraw your consent at any time.
- Where we are using your personal data because it is in our legitimate interests to do so, you can object to us using it this way.
- In some circumstances, you can restrict our processing of your data, request a machine-readable copy of your personal data to transfer to another service provider and compel us to erase your personal data

If you wish to exercise your rights, please contact us at [Nicole@barrattsaleslettings.com](mailto:Nicole@barrattsaleslettings.com). You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **How to contact us**

You can contact Barratt Sales and Lettings Limited in relation to data protection and this privacy notice by writing to:

Data Protection  
Barratt Sales and Lettings Limited  
17 Ashbrook Rd  
Old Windsor  
Berkshire  
SL4 2LT

Alternatively, you can email us at [Nicole@barrattsaleslettings.com](mailto:Nicole@barrattsaleslettings.com)

### **Changes to this privacy notice**

You should note that we may change this privacy policy without notice. Please check back frequently to see

any updates or changes made to this statement.

July 18, 2020